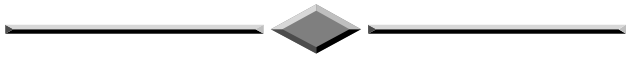
Appendix B
Revised 9/7/99

California OSS OII Performance Measurements



Joint Partial Settlement Agreement

INTRODUCTION

This is a revision of a partial settlement agreement (hereinafter "the Agreement") originally submitted by parties on January 7, 1999 and resubmitted by the parties on May 3, 1999 to reflect subsequent agreements. The Agreement has been revised as ordered in Commission Decision No. 99-08-020, issued August 5, 1999. The California Commission opened the OSS OII proceeding in early October 1997.[1] Following approximately three weeks of Commission sponsored workshops that ended in May 1998, a working group of CLECs and ILECs continued to identify open issues and clarify some of the consensus that had been tentatively reached. Subsequent findings were shared with the larger CLEC community in order to elicit their input and resolve open issues. On August 7, 1998, the CLECs and ILECs submitted a draft performance measurements matrix to the California Commission staff. Given the number of remaining open issues, the staff instructed the CLECs and ILECs to continue to work to resolve as many issues as possible. Since that time, parties have been successful in resolving many of the remaining issues.

In addition to the collaborative work regarding performance measures, the CLECs and ILECs have come to agreement on many of the issues regarding auditing and reporting. Parties have also resolved the appropriate analogs for service group types. With respect to analogs and benchmarks, ILECs and CLECs provided their informational position papers on December 4th and 10th respectively. In order to resolve the open issues that existed after the filings, the Commission staff held workshops December 14-16, 1998. The issues that were resolved during the workshops have been included in this partial settlement agreement. Remaining issues were decided by the Commission in the final order on performance measures issued August 5, 1999.

The issue of performance incentives is pending before the Commission.

The Commission staff has strongly encouraged CLECs and ILECs to stipulate to a resolution in this proceeding. This partial settlement agreement represents such a stipulation by the parties. This partial settlement report addresses the following:

- the performance measurements
- the formulas for the same
- the levels of disaggregation
- the analogs for the service group types (a level of disaggregation)
- other analogs and the benchmarks
- auditing and reporting
- review procedures

[1] Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

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EXECUTIVE SUMMARY

Performance Measures Development Process

The Telecommunications Act of 1996 and the FCC's implementing rules require Pacific and GTEC to provide CLECs with nondiscriminatory access to OSS. In the August 1996 Local Competition First Report and Order, the FCC commented, generally, that ILECs must provide CLECs with access to the pre-ordering, ordering, provisioning, billing, repair, and maintenance OSS sub-functions pursuant to the Act such that CLECs are able to perform such OSS sub-functions in "substantially the same time and manner" as the ILECs can for themselves[2]. In August of 1997, the FCC's *Ameritech Opinion* analyzed the nondiscriminatory access requirements of §251(c) to a Bell Operating Company's (BOC's) §271 application, and clarified that for those OSS subfunctions with retail analogs, a BOC "must provide access to competing carriers that is equal to the level of access that the BOC provides to itself, its customers or its affiliates, in terms of quality, accuracy and timeliness."[3] The FCC further clarified in the *Ameritech Opinion* that for those OSS functions with no retail analog, a BOC must offer access sufficient to allow an efficient competitor "a meaningful opportunity to compete."[4]

Initially, some of the interconnection agreements contained performance measures. In late 1997, the California Public Utilities Commission (CPUC) initiated OSS OII/OIR Docket 97-10-016 and 97-10-017 to address monitoring the performance of Operations Support Systems (OSS). The three stated goals of the Commission's OSS/OII proceeding are:

- "to determine reasonable standards of performance for Pacific Bell (Pacific) and GTE California Incorporated (GTEC) in their Operations Support Systems (OSS),

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[2] See, Implementation of the Local Competition Provisions in the Telecommunications Act of 1996, CC Docket No. 96-98, First Report and Order, 11 FCC Rcd 15499, 15763-64 [¶518] (1996) ("Local Competition First Report and Order"), aff'd in part and vacated in part sub nom. Competitive Telecommunications Ass'n v. FCC, 117 F.3d 1068 (8th Cir. 1997) and Iowa Utilities Bd. v. FCC, 120 F.3d 753 (8th Cir. 1997), modified on reh'g, No. 96-3321 (Oct. 14, 1997) (Rehearing Order), petition for cert. granted, 118 S. Ct. 879 (1998).

[3] *See, In the Matter of Application of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as amended, To Provide In-Region, InterLATA Services In Michigan*, Memorandum Opinion and Order, 12 FCC Rcd 20543, 20618-19 [¶139] (1997) (*Ameritech Michigan Order*), *writ of mandamus issued sub nom. Iowa Utils. Bd. v. FCC*, No. 96-3321 (8th Cir. Jan. 22, 1998). ("*Ameritech Opinion*"); *see also, In the Matter of Application of Bellsouth Corporation, et al., for Provision of In-Region, InterLATA services in Louisiana ("BellSouth (Louisiana II) Opinion")* CC Docket No. 98-121, FCC 98-271 (10-13-98), paragraph 87 (*citing, Ameritech Opinion* at 12 FCC Rcd 20618-19). *See also, Ameritech Opinion* at ¶131, wherein the FCC makes the following statement regarding application of the §251(c) requirements to a BOC's §271 application:

> "Because the duty to provide access to network elements under section 251(c)(3) and the duty to provide resale services under section 251(c)(4) include the duty to provide nondiscriminatory access to OSS functions, an examination of a BOC's OSS performance is necessary to evaluate compliance with section 271(c)(2)(B)(ii) and (xiv)."

[4] *See, Ameritech Opinion* at 12 FCC Rcd at 20619 [¶141]; *See also, BellSouth (Louisiana II) Opinion* at ¶87 (*citing Ameritech Opinion* at 12 FCC Rcd at 20619).

- to develop a mechanism that will allow the Commission to monitor improvements in the performance of OSS, and
- to assess the best and fastest method of ensuring compliance if standards are not met or improvement is not shown. A subset of the third goal will be to provide appropriate compliance incentives under Section 271 of the Telecommunications Act of 1996, which applies solely to Pacific for the prompt achievement of OSS improvements."[5]

The scope of the proceeding included measures, reporting, comparative analogs, benchmarks, statistical tests, audits and incentives. This report is not intended to address statistical tests and incentives.

Major Categories

Measurements developed to help assess the provision of non-discriminatory access to OSS and other services, elements or functions were combined into the following broad categories:

- **Pre-Ordering**

Pre-ordering activities relate to the exchange of information between the ILEC and the CLEC regarding current or proposed customer products and services, or any other information required to initiate ordering of service. Pre-ordering encompasses the critical information needed to submit a provisioning order from the CLEC to the ILEC. The pre-order measurement reports the timeliness with which pre-order inquiries are returned to CLECs by the ILEC. Pre-ordering query types include:

Address Verification/Dispatch Required
Request for Telephone Number
Request for Customer Service Record
Service Availability
Service Appointment Scheduling (due date)
Rejected/Failed Inquiries
Facility Availability

- **Ordering**

Ordering activities include the exchange of information between the ILEC and the CLEC regarding requests for service. Ordering includes: (1) the submittal of the service request from the CLEC, (2) rejection of any service request with errors and (3) confirmation that a valid service request has been received and a due date for the request assigned. Ordering performance measurements report on the timeliness with which these various activities are completed by the ILEC. Also captured within this category is reporting on the number of CLEC service requests that automatically generate a service order in the ILECs' service order creation system.

[5] Order Instituting Rulemaking on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (R.97-10-016), and Order Instituting Investigation on the Commission's Own Motion into Monitoring Performance of Operations Support Systems (I.97-10-017), October 9, 1997.

- **Provisioning**

Provisioning is the set of activities required to install, change or disconnect a customer's service. It includes the functions to establish or condition physical facilities as well as the completion of any required software translations to define the feature functionality of the service. Provisioning also involves communication between the CLEC and the ILEC on the status of a service order, including any delay in meeting the commitment date and the time at which actual completion of service installation has occurred. Measurements in this category evaluate the quality of service installations, the efficiency of the installation process and the timeliness of notifications to the CLEC that installation is completed or has been delayed.

- **Maintenance**

Maintenance involves the repair and restoral of customer service. Maintenance functions include the exchange of information between the ILEC and CLEC related to service repair requests, the processing of trouble ticket requests by the ILEC, actual service restoral and tracking of maintenance history. Maintenance measures track the timeliness with which trouble requests are handled by the ILEC and the effectiveness and quality of the service restoral process.

- **Network Performance**

Network performance involves the level at which the ILEC provides services and facilitates call processing within its network. The ILEC also has the responsibility to complete network upgrades efficiently. If network outages do occur, the ILEC needs to provide notification so appropriate network management and customer notification can occur by CLECs. Network performance is evaluated on the quality of interconnection, the timeliness of notification of network outages and the timeliness of network upgrades (code openings) the ILEC completes on behalf of the CLEC.

- **Billing**

Billing involves the exchange of information necessary for CLECs to bill their customers, to process the end user's claims and adjustments, to verify the ILEC's bill for services provided to the CLEC and to allow CLECs to bill for access. Billing measures have been designed to gauge the quality, timeliness and overall effectiveness of the ILEC billing processes associated with CLEC customers.

- **Collocation**

ILECs are required to provide to CLECs available space as required by law to allow the installation of CLEC equipment. Performance measures in this category assess the timeliness with which the ILEC handles the CLEC's request for collocation as well as how timely the collocation arrangement is provided.

- **Data Base Updates**

Database updates for directory assistance/listings and E911 include the processes by which these systems are updated with customer information which has changed due to the service provisioning activity. Measurements in this category are designed to evaluate the timeliness and accuracy with which changes to customer information, as submitted to these databases, are completed by the ILEC.

- **Interfaces**

ILECs provide the CLECs with choices for access to OSS pre-ordering, ordering, maintenance and repair systems. Availability of the interfaces is fundamental to the CLEC being able to effectively do business with the ILEC. Additionally, in many instances, CLEC personnel must work with the service personnel of the ILEC. Measurements in this category assess the availability to the CLECs of systems and personnel at the ILEC work centers.

Auditing and Review Procedures

The parties have agreed to most procedures for auditing and review. Descriptions of these procedures can be found in Sections IV and V.

Note: This Executive Summary is intended to provide a general background regarding parties' negotiations of the OSS performance measures. The statements contained in the Executive Summary are not intended to be binding on the parties and shall not be used for such purposes.

Reservation of Rights

These reservations of rights do not negate the parties agreement regarding performance measures and standards as reflected in this settlement agreement.

Incorporating the performance measures into the interconnection agreements raises several complex issues. The Commission has indicated it will rule on this matter in a subsequent decision.

ILECs

By agreeing to the performance measures contained in the Joint Partial Settlement Agreement, ILECs**:**

- do not make any admission regarding the propriety or reasonableness of establishing performance penalties;
- reserve the right to contest the level of disaggregation for purpose of assessing penalties;
- reserve the right to contend that any resulting penalties should viewed as liquidated damages and as the exclusive remedy for any failure of performance; and,
- do not admit that an apparent less-than-parity condition reflects discriminatory treatment without further factual analysis.

CLECs

- By executing this Agreement, CLECs do not agree with, endorse, or otherwise concur in the terms of ILECs' reservation of rights.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards in the Agreement does not conclusively demonstrate ILEC compliance with the Telecommunications Act of 1996.
- CLECs reserve the right to contend that ILEC compliance with the performance measures and standards does not conclusively demonstrate the existence of an open competitive local market.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

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NOTES:

1. *Not all measures apply to both ILECs.*

2. *These performance measures are not intended to create, modify or otherwise affect parties' rights and obligations. The existence of any particular performance measure, or the language describing that measure, is not evidence that the CLECs are entitled to any particular manner of access, that these measures relate solely to access to OSS, or is it evidence that the ILEC's obligations are limited to providing any particular manner of access. The parties' rights and obligations to such access are defined elsewhere, including the relevant laws, FCC and CPUC decisions/regulations, tariffs, and interconnection agreements.*

OSS OII Performance Measurements
Report Requirements

Pre-Ordering **Measure 1**

Title: Average Response Time (to Pre-Order Queries)

Area	*Requirement Description*
Description:	The response interval for each pre-ordering query is determined by computing the elapsed time from the ILEC receipt of the query from the CLEC, whether or not syntactically correct, to the time the ILEC returns the requested data to the CLEC. • Address Verification/Dispatch Required • Request for Telephone Number • Request for Customer Service Record • Service Availability • Service Appointment Scheduling (due date) • Rejected/Failed inquires • Facility Availability
Method of Calculation:	**Mechanized:** **OSS Interface Transaction Time (GTE only)** Sum ((Query Response Date and Time) – (Query Submission Date and Time)) / (Number of Queries Submitted in Reporting Period) **OSS Interface Transaction Time (Pacific Bell Only)** Sum ((Query Submission Date and Time to Legacy System Access) – (Query Submission Date and Time to OSS Interface) + (Query Response Date and Time to CLEC) – (Query Response Date and Time from Legacy System Access)) / (Number of Queries Submitted in Reporting Period) **Legacy System Transaction Time (Pacific Bell and GTE)** Sum ((Query Response Date and Time from Legacy System) – (Query Submission Date and Time to Legacy System)) / (Number of Queries Submitted in Reporting Period) **Manual:** **(Pacific Bell and GTE – CSRs only)** (# of CSR's Returned within "X" Business Hours) / (# of CSRs Returned) x 100 **(Pacific Bell and GTE - Facilities Availability only)** Define parameters of those processes and measurements necessary to Provide CLECs with prompt responses to inquiries into facility Availability and loop characteristics **(Pacific Bell - Facilities Availability only)** Measure K1023 process

Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliate
Reported By:	By query type and by interface type, including fax
Geographic Level:	Statewide
Measurable Standard:	**Mechanized:** **Pacific Bell:** • Interface transaction time: File proposed interface transaction time benchmark with the Commission by October 1, 1999 • Legacy System Time: Parity **GTE:** • Overall Response Time: Begin diagnostically reporting of average response times under the terms of the measurement within two weeks after the close of the month in which it begins measuring response times; propose benchmark by February 1, 2000 **Manual CSRs:** **Pacific Bell:** • Standard - 95% in 4 hours **GTE:** • Electronically Received: Standard - 95% in 4 hours • Fully Manual: Standard - 95% in 24 hours **Pacific Bell and GTE:** **Facilities Availability Inquiries:** • Standard - Parity **K1023 Process (Pacific Bell only)** • Standard - Parity
Business Rules:	

Notes:	• GTE does not have the ability to report by query type until EDI/CORBA is implemented (planned for 3rd Quarter 1999). • Pacific Bell, GTE and the CLECs shall submit information in a joint recommendation to the Commission by February 1, 2000 fully defining all processes employed to determine facility availability and basic loop characteristics, proposed measurements and timeline for implementation. • GTE shall develop and implement processes to electronically respond to all pre-order queries except facilities availability inquiries. Those processes should be consistent with change management rules and be completed by October 4, 1999. Procedures for responding to facilities availability requests should be developed and a complete description of the proposed changes and a timeline for implementation submitted by February 1, 2000. • GTE shall obtain and complete a third-party audit by November 3, 1999 to determine the availability of processes outside of the ordering process that make information on facility availability or basic loop characteristics available to its retail operations. For processes available for ascertaining any facility availability information using GTE's Local Service Request service order inquiry process, an initial audit should verify whether this process provides facility availability information in a manner that is "parity by design". • GTE shall obtain and complete a third-party audit of its system by November 3, 1999 to verify that CLEC pre-ordering queries are processed as quickly as GTE's internal retail pre-ordering queries.

OSS OII Performance Measurements
Report Requirements

Ordering **Measure 2**

Title: Average FOC/LSC Notice Interval

Area	***Requirement Description***
Description:	Measures the average time from receipt of a service request to returning a Firm Order Confirmation (FOC)/Local Service Confirmation (LSC).
Method of Calculation:	**Mechanized:** Sum ((Date and Time of FOC/LSC) - (Business Date and Time of Receipt of Valid Service Request)) / (Number of FOCs/LSCs Sent in Reporting Period) **Manual:** Sum ((Fax Date and Time Returned) - (Business Date and Time receipt of valid fax service request)) / (Number of Faxes Submitted in Reporting period) **Held and Denied Interconnection Trunk Requests:** Sum (Date Request is Released) – (Date Request is Originally Received) / (Number of Requests Held and Released)
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and ILEC affiliates.
Reported By:	• Electronically received/electronically handled • Electronically received and manually handled • Manually received and manually handled • By service group type • Pacific Bell will report Interconnection trunks by New and Augment
Geographic Level:	Statewide
Measurable Standard:	**Fully Electronic/Flow Through:** Standard - average of 20 minutes **Electronically Received/Manually Handled** Standard - average of 6 hours **Manually received/Manually Handled** Standard - average of 12 hours **Pacific Bell:** **GTE:** Interconnection Trunks Interconnection Trunks Standard - Average 7 days (New) Standard - Average 5 days Average 4 days (Augment) **Interconnection Trunk Requests:** **Held and Denied –** Average Interval (reported as diagnostic result)

Business Rules:	• The start time of requests received after the end of the business day will be the beginning of the next business day. Business day is defined as published hours of operation for the ILEC ordering center. • Business day = Monday through Friday, excluding weekends and ILEC published holidays (PB) • Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE). • Excludes non-business days.
Notes:	• Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for "up to 50 lines". • GTE will report Average Interval for Interconnection Trunk Requests – Held and Denied, no later than November 1999. • GTE shall develop and implement a fully-electronic order processing procedure as soon as possible but no later than February 1, 2000 to meet the above benchmark for electronically-transmitted/electronically processed service requests. • All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000. • Pacific Bell and GTE shall report the average time to release held and denied interconnection trunk requests as a diagnostic measure beginning in November 1999 and submit proposed permanent standards by February 1, 2000.

OSS OII Performance Measurements
Report Requirements

Ordering **Measure 3**

Title: Average Reject Notice Interval

Area	***Requirement Description***
Description:	Reject interval is the elapsed time between the ILEC receipt of an order from the CLEC to the ILEC return of a notice of a rejection to the CLEC.
Method of Calculation:	**Mechanized** Sum ((Business Date and Time of ILEC Transmission of Order Rejection) - (Business Date and Time of Order Receipt)) / (# of Orders Rejected) **Manual** Sum ((Fax Date and Time Returned) - (Business Date and Time Receipt of valid fax service request)) / (Number of Faxes Submitted in reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and ILEC Affiliates

Reported By:	• Electronically received, electronically handled
	  • All interfaces
	  • Syntax(edit engine) and content errors (other edits)
	  • Resale orders and Facility based/UNE orders
	• Electronically received, manually handled
	  • All interfaces
	  • Syntax (edit engine) and content errors (other edits)
	  • Resale orders and Facility based/UNE orders
	• Manually received and handled (fax)
	  • Resale orders and Facility based/UNE orders

Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** Fully Electronic/Flow Through: Standard - average of 20 minutes Electronically Received/Manually Handled: Standard - average of 5 hours Manually received/Manually Handled: Standard - average of 10 hours

Business Rules:	• Calculation of requests received after the end of the business day starts at the beginning of the next business day. Business day is defined as published hours of operation for the ILEC. • Business day = Monday through Friday, excluding weekends and ILEC published holidays (PB). • Business day = Monday through Saturday, excluding Sundays and ILEC published holidays (GTE) • Excludes non-business days
Notes:	• All benchmarks adopted are interim: the parties should collect data and submit proposed modifications of the adopted measurable standards by February 1, 2000. • GTE shall develop and implement a fully electronic order processing procedure as soon as possible but no later than February 1, 2000 to meet the benchmarks set forth in this measure.

OSS OII Performance Measurements
Report Requirements

Ordering **Measure 4**

Title: Percentage of Flow-Through Orders

Area	***Requirement Description***
Description:	Measures the percentage of mechanized service requests processed on a flow through basis.
Method of Calculation:	[(Number of valid mechanized orders that flow-through without manual intervention) / (Total valid mechanized service requests)] x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By:	• All electronic interfaces • SGT/SOT (including PNP) limited to those currently programmed to flow-through • SGT/SOT aggregate data includes all service group/service order combinations received electronically.
Geographic Level:	Statewide
Measurable Standard:	Issue of how to evaluate performance will be reconsidered in February 2000.
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 5**

Title: Percentage of Orders Jeopardized

Area	***Requirement Description***
Description:	Percentage of total orders processed for which the ILEC notifies the CLEC that the work will not be completed as committed on the original FOC.
Method of Calculation:	(Number of Orders Jeopardized) / (Number of Orders Confirmed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and ILEC Affiliates
Reported By:	• By electronic interface • By service group type • By lack of facilities and all other
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE** **Parity for UNE measured for the following UNEs:** 2/4w (8db) analog loop (incl. Coin/analog PBX) 2/4w (5.5 db) assured analog loop 2w digital loop(ISDN capable) 2w digital loop(xDSL capable) 4w digital loop (1.544Mbps capable/HDSL) UNE Port–Basic Analog/Coin UNE Port–CENTREX UNE Port–ISDN (BRI) UNE Port–DS1/ISDN-PRI (incl. DS1 line port) UNE Port–PBX DID UNE Dedicated Transport (incl.DS1 and DS3) UNE Platform (PB only Interconnection Trunks **Pacific Bell Retail** POTS - Business (fielded) POTS - Business (Assured) ISDN(BRI) ADSL ISDN(PRI)/DS1 POTS - Business (fielded) CENTREX CENTREX DS1/ISDN(PRI) PBX DID HICAP Analogous Retail Service ILEC Dedicated Trunks **GTE Retail** B1 Dispatch Non-Designed Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services Dispatch Designed Services CentraNet-Simple CentraNet -Complex CentraNet -Complex CentraNet -Complex CentraNet -Complex HICAP Designed N/A ILEC Dedicated Trunks
Business Rules:	• Excludes delays for customer reasons.
Notes:	• CLECs/ILECs agree to postpone implementation of this measure until process is mechanized. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 6**

Title: Average Jeopardy Notice Interval

Area	***Requirement Description***
Description:	Measures the remaining time between the pre-existing committed order completion date and time (communicated via the FOC) and the date and time the ILEC issues a notice to the CLEC indicating an order is in jeopardy of missing the due date (or the due date/time has been missed).
Method of Calculation:	Assignment: *Jeopardies identified during assignment* Sum ((Date of Committed Due Date for the Order) - (Date of Jeopardy Notice)) / (Number of Order Jeopardized) Installation: *Jeopardies identified during installation prior to due time* Sum ((Date & Time of Committed Due Date for the Order) - (Date & Time of Jeopardy Notice)) / (Number of Installation Jeopardy Notices) *Notification of Missed Commitments* Sum(Due Date and Time of Missed Commit Notice - Due Date and Time of Order) / (Number of Missed Commit Notices)
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, and ILEC Affiliates
Reported By:	• By electronic interface • By service group type • By lack of facilities and all other
Geographic Level:	Statewide
Measurable Standard:	• Pacific Bell shall, beginning September 1999, work together with the CLECs to develop benchmarks proposal within a four month period and jointly recommend benchmark standards to the Commission by February 1, 2000. If recommended benchmark standards cannot be agreed to and submitted by that date, a benchmark proposal for comment should be filed by Pacific Bell during the February 1, 2000 proceedings. • GTE shall begin reporting the measurement and commence the collection of data at the end of the six month programming period to develop a proposed benchmark standard and file the proposed benchmark with the Commission within four months of beginning to report the measure.
Business Rules:	• Excludes delays for customer reasons.

Notes:	• If the ILECs' policy changes regarding jeopardy notices to their Retail customers, this measure should be evaluated for analog. • Pacific Bell shall begin issuing jeopardy notices by August 1, 1999. • Pacific Bell shall begin reporting according to the terms of this measurement by September 1, 1999. • GTE shall begin the programming changes necessary to issue the three categories of notices discussed in this measure. • GTE shall begin issuing jeopardy notices by May 3, 2000. If fourth quarter Y2K concerns interfere with this requirement, work shall continue as soon as internal operational programming is resumed.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 7**

Title: Average Completed Interval

Area	***Requirement Description***
Description:	Average business days from receipt of valid, error-free service request to completion date in service order system for new, move, and change orders.
Method of Calculation:	Total business days from receipt of valid, error-free service request to completion date in service order system for new, move and change orders / Total new, move and change orders
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	By service group type and field work/no field work where applicable.
Geographic Level:	Region (PB), Statewide (GTE)
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE.** **Parity for UNE measured for the following UNEs:** / **Pacific Bell Retail** / **GTE Retail** 2/4w (8db) analog loop (incl. Coin/analog PBX) / POTS - Business (fielded) / B1 Dispatch Non-Designed 2/4w (5.5 db) assured analog loop / POTS - Business (Assured) / Dispatch Designed Services 2w digital loop(ISDN capable) / ISDN(BRI) / Dispatch Designed Services 2w digital loop(xDSL capable) / ADSL / Dispatch Designed Services 4w digital loop (1.544Mbps capable/HDSL) / ISDN(PRI)/DS1 / Dispatch Designed Services UNE Port–Basic Analog/Coin / POTS - Business (fielded) / CentraNet-Simple UNE Port–CENTREX / CENTREX / CentraNet -Complex UNE Port–ISDN (BRI) / CENTREX / CentraNet -Complex UNE Port–DS1/ISDN-PRI (incl. DS1 line port) / DS1/ISDN(PRI) / CentraNet -Complex UNE Port–PBX DID / PBX DID / CentraNet -Complex UNE Dedicated Transport (incl.DS1 and DS3) / HICAP / HICAP Designed UNE Platform (PB only) / Analogous Retail Service / N/A Interconnection Trunks / ILEC Dedicated Trunks / ILEC Dedicated Trunks
Business Rules:	• Excludes customer requested due dates beyond interval offered, and orders delayed for customer reasons.
Notes:	• Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for "up to 50 lines". • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog. • Currently, Pacific can not differentiate between residential and business 2-wire (8db) Therefore, the Measurable Standard for such loops is POTS-Business.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 8**

Title: Percent Completed Within Standard Interval

Area	***Requirement Description***		
Description:	Measures of orders completed within the standard interval of receipt of valid, error-free service request.		
Method of Calculation:	Sum (Total New, Move and Change Orders Completed Within the Standard interval of Receipt of Valid, Error-free Service Request) / (Total New, Move and Change Orders)		
Report Period:	Monthly		
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates		
Reported By:	By service group type excluding services with flexible due dates.		
Geographic Level:	Region (PB), Statewide (GTE)		
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE.** **Parity for UNE measured for the following UNEs:**	**Pacific Bell Retail**	**GTE Retail**
	2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services
	2w digital loop(ISDN capable)	ISDN(BRI)	Dispatch Designed Services
	2w digital loop(xDSL capable)	ADSL	Dispatch Designed Services
	4w digital loop (1.544Mbps capable/HDSL)	ISDN(PRI)/DS1	Dispatch Designed Services
	UNE Port–Basic Analog/Coin	POTS - Business (fielded)	CentraNet -Simple
	UNE Port–CENTREX	CENTREX	CentraNet -Complex
	UNE Port–ISDN (BRI)	CENTREX	CentraNet -Complex
	UNE Port–DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)	CentraNet -Complex
	UNE Port–PBX DID	PBX DID	CentraNet -Complex
	UNE Dedicated Transport (incl. DS1 and DS3)	HICAP	HICAP Designed
	UNE Platform (PB only)	Analogous Retail Service	N/A
	Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
Business Rules:	• Excludes customer requested due dates greater than the standard interval, and orders delayed for customer reasons. • Excludes services with flexible due date i.e., Basic Exchange services/POTS (PB), and B1/R1 Service (GTE)		
Notes:	• Incorporation of the results for Projects is currently under study by the ILECs. Parties have agreed to study projects for "up to 50 lines". • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.		

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 9**

Title: Coordinated Customer Conversion as a Percentage On-Time

Area	*Requirement Description*
Description:	Measures the percentage of coordinated orders (TBCC/CHC) completed on time* for all orders where CLEC has requested coordination (including PNP). ** Note: "On time" means within one hour of committed order due time*
Method of Calculation:	((Number of coordinated orders completed by due date and time) / (Count of coordinated orders completed in reporting period)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	Residence and Business conversions, including PNP
Geographic Level:	Statewide
Measurable Standard:	**Parity for Pacific Bell and GTE:** **Pacific Bell Retail** / **GTE Retail** **Coor. Conversions (Res.)** Coor. Conv. -Res / Coor. Conv. -Res **Coor. Conversions (Bus.)** Coor. Conv. -Bus / Coor. Conv. -Bus **Coor. Conversions (PNP-Port Out)** Coor. Conv. - (PNP-Port In/Back) / Coor. Conv. -(PNP-Port In/Back)
Business Rules:	• Excludes CLEC caused misses • Applies to CLEC requested coordinated orders only (including Number Portability orders where coordination is requested by the CLEC).
Notes:	

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 10**

Title: PNP Network Provisioning

Area	***Requirement Description***
Description:	Measures PNP network provisioning failures as a percentage of the total number of NPAC broadcasts of telephone number subscription versions to port.
Method of Calculation:	(Total number of PNP network provisioning failures / Total number of NPAC porting broadcasts) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and ILEC Affiliates
Reported By:	
Geographic Level:	Statewide
Measurable Standard:	**Parity for Pacific Bell and GTE**

Business Rules:	• Provisioning failure data will be collected at two points in the provisioning process:
	  • Partial failures of NPAC broadcasts to reach and be processed by the ILEC LSMS
	  • Individual network database failures - failures to provision between the ILEC LSMS and PNP network databases (STP or SCP)
	• Excludes total failures from the NPAC to *all* LSMS systems.
	• Excludes broadcasts failing due to a lack of GTT information made available to ILEC (no SS7 signaling agreement in place between ILEC and CLEC)

Notes:	• GTE shall begin reporting by November 1, 1999

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 11**

Title: Percent of Due Dates Missed

Area	*Requirement Description*		
Description:	Measures the percent of new, move and change orders where installation was not completed by the due date.		
Method of Calculation:	(Total Number of Missed Due Dates Due to ILEC Reasons for New, Move and Change Orders / Total Number of New, Move and Change Orders) x 100		
Report Period:	Monthly		
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates		
Reported By:	By service group type and Field Work/No Field Work as appropriate		
Geographic Level:	Region (PB), Statewide (GTE)		
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE**	**Pacific Bell Retail**	**GTE Retail**
	Parity for UNE measured for the following UNEs:		
	2/4w (8db) analog loop (incl. Coin/analog PBX)	POTS - Business (fielded)	B1 Dispatch Non-Designed
	2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services
	2w digital loop(ISDN capable)	ISDN(BRI)	Dispatch Designed Services
	2w digital loop(xDSL capable)	ADSL	Dispatch Designed Services
	4w digital loop (1.544Mbps capable/HDSL)	ISDN(PRI)/DS1	Dispatch Designed Services
	UNE Port–Basic Analog/Coin	POTS - Business (fielded)	CentraNet -Simple
	UNE Port–CENTREX	CENTREX	CentraNet -Complex
	UNE Port–ISDN (BRI)	CENTREX	CentraNet -Complex
	UNE Port–DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)	CentraNet -Complex
	UNE Port–PBX DID	PBX DID	CentraNet -Complex
	UNE Dedicated Transport (incl.DS1 and DS3)	HICAP	HICAP Designed
	UNE Platform (PB only)	Analogous Retail Service	N/A
	Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
Business Rules:	• Excludes customer misses • Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.		
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.		

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 12**

Title: Percent of Due Dates Missed Due to Lack of Facilities

Area	***Requirement Description***
Description:	Measures the percent of new, move and change orders missed due to lack of facilities. Note: Results also included in Measure "Percent Missed Due Dates"
Method of Calculation:	((Total New, Move and Change Orders Missed Due Dates Due to Lack of Facilities) / (Total Number of New, Move and Change Orders)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type and Field Work/No Field Work as appropriate
Geographic Level:	Region (PB), Statewide (GTE)
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE** **Parity for UNE measured for the following UNEs:** / **Pacific Bell Retail** / **GTE Retail** 2/4w (8db) analog loop (incl. Coin/analog PBX) / POTS - Business (fielded) / B1 Dispatch Non-Designed 2/4w (5.5 db) assured analog loop / POTS - Business (Assured) / Dispatch Designed Services 2w digital loop(ISDN capable) / ISDN(BRI) / Dispatch Designed Services 2w digital loop(xDSL capable) / ADSL / Dispatch Designed Services 4w digital loop (1.544Mbps capable/HDSL) / ISDN(PRI)/DS1 / Dispatch Designed Services UNE Dedicated Transport (incl. DS1 and DS3) / HICAP / HICAP Designed UNE Platform (PB only) / Analogous Retail Service / N/A Interconnection Trunks / ILEC Dedicated Trunks / ILEC Dedicated Trunks
Business Rules:	• Due date is defined as either original due date or final due date if the original due date was missed due to customer reasons.
Notes:	• For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 13**

Title: Delay Order Interval to Completion Date (For Lack of Facilities)

Area	***Requirement Description***
Description:	Measures the average calendar days from due date to completion date on company missed orders due to lack of ILEC facilities.
Method of Calculation:	Sum (Completion Date - Committed Order Due Date (for orders missed due to lack of ILEC facilities)) / (Number of Orders Missed due to Lack of ILEC Facilities in the Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type • Disaggregated by 1-30 days, 31-90 days and >90 days
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE** **Parity for UNE measured for the following UNEs:** — **Pacific Bell Retail** — **GTE Retail** 2/4w (8db) analog loop (incl. Coin/analog PBX) — POTS - Business (fielded) — B1 Dispatch Non-Designed 2/4w (5.5 db) assured analog loop — POTS - Business (Assured) — Dispatch Designed Services 2w digital loop(ISDN capable) — ISDN(BRI) — Dispatch Designed Services 2w digital loop(xDSL capable) — ADSL — Dispatch Designed Services 4w digital loop (1.544MBPS capable/HDSL) — ISDN(PRI)/DS1 — Dispatch Designed Services UNE Dedicated Transport — HICAP — HICAP Designed UNE Platform — Analogous Retail Service — N/A Interconnection Trunks — ILEC Dedicated Trunks — ILEC Dedicated Trunks
Business Rules:	
Notes:	• For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 14**

Title: Held Order Interval

Area	***Requirement Description***
Description:	Measures the time period that service orders are not completed by the original due dates for all ILEC reasons (including lack of facilities).
Method of Calculation:	Sum (Reporting Period Close Date - Committed Order Due Date) / (Number of Orders Pending and Past the Committed Due Date) *Note: For all orders pending and past the committed due date.*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	By service group type
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE** **Parity for UNE measured for the following UNEs:** / **Pacific Bell Retail** / **GTE Retail** 2/4w (8db) analog loop (incl. Coin/analog PBX) / POTS - Business (fielded) / B1 Dispatch Non-Designed 2/4w (5.5 db) assured analog loop / POTS - Business (Assured) / Dispatch Designed Services 2w digital loop(ISDN capable) / ISDN(BRI) / Dispatch Designed Services 2w digital loop(xDSL capable) / ADSL / Dispatch Designed Services 4w digital loop (1.544Mbps capable/HDSL) / ISDN(PRI)/DS1 / Dispatch Designed Services UNE Port–Basic Analog/Coin / POTS - Business (fielded) / CentraNet-Simple UNE Port–CENTREX / CENTREX / CentraNet -Complex UNE Port–ISDN (BRI) / CENTREX / CentraNet -Complex UNE Port–DS1/ISDN-PRI (incl. DS1 line port) / DS1/ISDN(PRI) / CentraNet -Complex UNE Port–PBX DID / PBX DID / CentraNet -Complex UNE Dedicated Transport (incl.DS1 and DS3) / HICAP / HICAP Designed UNE Platform (PB only) / Analogous Retail Service / N/A Interconnection Trunks / ILEC Dedicated Trunks / ILEC Dedicated Trunks
Business Rules:	• Excludes customer caused misses.
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Missed Appointment reason codes as diagnostic data. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 15**

Title: Provisioning Trouble Reports (Prior to Service Order Completion)

Area	*Requirement Description*
Description:	Measures the percent of troubles that are reported (via customer or indirectly by CLEC) that occur during the provisioning process.
Method of Calculation:	(Number of trouble reports that occur from the time of service order creation, up to and including the date of service order completion)/ (Total Number of service orders in reporting period)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Reported By:	• By Resale, UNE Loop, UNE Port and PNP • By Affecting Service and Out of Service
Geographic Level:	Statewide
Measurable Standard:	**Parity for Pacific Bell:** **Pacific Bell Retail** Resale — Retail services UNE Loop — Retail services (outside plant disposition codes) UNE Port — Retail services (central office disposition codes) PNP - Port Out — (Issue still to be resolved)
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • GTE shall immediately begin the programming changes necessary to collect customer migration data at the same level of detail provided by Pacific Bell. If fourth quarter Y2K concerns interfere with the implementation of this requirement, work shall continue as soon as internal operational programming is resumed. • GTE shall provide a status report by February 1, 2000, including a proposal for either: (a) parity reporting; or (b) a benchmark comparable to that agreed to by Pacific Bell. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 16**

Title: Percentage Troubles in 30 Days for New Orders

Area	*Requirement Description*
Description:	Measures the percent of network customer trouble reports received within 30 calendar days of service order completion. *Note: This measure is for all PB services and designed GTE services.*
Method of Calculation:	**Pacific Bell:** (Total Number of Customer Trouble reports received within 30 calendar days of service order completion / Total Number of new, move and change completed orders) x 100 **GTE:** (Total Number of designed Service Orders that receive a Network Customer Trouble Report within 30 calendar days of service order completion / Total new, move and change orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type (including PNP)
Geographic Level:	Region (PB), Statewide (GTE)
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE**

Parity for UNE measured for the following UNEs:	**Pacific Bell Retail**	**GTE Retail**
2/4w (8db) analog loop (incl. Coin/analog PBX)	POTS – Business (fielded)	B1 Dispatch Non-Designed
2/4w (5.5 db) assured analog loop	POTS – Business (Assured)	Dispatch Designed Services
2w digital loop(ISDN capable)	ISDN(BRI)	Dispatch Designed Services
2w digital loop(xDSL capable)	ADSL	Dispatch Designed Services
4w digital loop (1.544Mbps capable/HDSL)	ISDN(PRI)/DS1	Dispatch Designed Services
UNE Port–Basic Analog/Coin	POTS – Business (fielded)	CentraNet -Simple
UNE Port–CENTREX	CENTREX	CentraNet -Complex
UNE Port–ISDN (BRI)	CENTREX	CentraNet -Complex
UNE Port–DS1/ISDN-PRI (incl. DS1 line port)	DS1/ISDN(PRI)	CentraNet -Complex
UNE Port–PBX DID	PBX DID	CentraNet -Complex
UNE Dedicated Transport (incl. DS1 and DS3)	HICAP	HICAP Designed
UNE Platform (PB only)	Analogous Retail Service	N/A
Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
PNP (Port out)	**(Issue still to be resolved)**	**(Issue still to be resolved)**

Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wire • Excludes Trouble Reports Received on the Due Date (which instead are reported in the "Provisioning Troubles" measure) • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 17**

Title: Percentage Troubles in 7 Days for New Orders - GTE only

Area	*Requirement Description*
Description:	Measures the percent of network customer trouble reports received within 7 calendar days of service order completion. *Note: This measure is for non-designed services only*
Method of Calculation:	(Total Number of non-designed Service Orders that receive a Network Customer Trouble Report within 7 calendar days of service order completion / Total new, move and change orders) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By service group type (including PNP) and Field Work/No Field Work as appropriate
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale is Retail for GTE (non-designed services only)** **Parity for UNE measured for the following UNEs:** — **GTE Retail** 2/4w (8db) loop (incl. Coin/analog PBX) — B1 Dispatch Non-Designed UNE Port – Basic analog/Coin — CentraNet - Simple PNP (Port Out) — **(Issue still to be resolved)**
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Trouble Reports Received on the Due Date • Excludes Subsequent reports • Excludes ILEC employee generated reports • Excludes troubles associated with inside wiring.
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.

OSS OII Performance Measurements
Report Requirements

Provisioning **Measure 18**

Title: Average Completion Notice Interval

Area	***Requirement Description***
Description:	Measures the average time per order to issue notification to CLEC of a completed order.
Method of Calculation:	**Fully Electronic:** Sum ((Date and Time of Completion Notification to CLEC) - (Date and Time of Work Completion)) / (Number of Orders Completed) **All Other Interfaces:** Sum (# of Completion Notices Returned within "X" Interval) / (# of Orders Completed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	All interfaces
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Fully electronic(LEX, EDI) - Standard -average of 20 minutes All other interfaces • Standard– 90% within 24 hours **GTE:** Fully Electronic (EDI) Standard - average of 20 minutes All other interfaces • Standard – 90% within 24 hours
Business Rules:	• 24 hour clock is used to measure interval • Excludes weekends and ILEC published holidays
Notes:	• All benchmarks are interim until February 2000 • GTE shall, by November 3, 1999, complete the programming changes necessary to enable it to provide fully electronic completion notices for electronically submitted CLEC orders. If fourth quarter Y2K concerns interfere with the implementation of this requirement, work should continue as soon as internal operational programming resumes. • GTE shall report same upon implementation of the system upgrades. • In the interim, a benchmark of 90% of completion notices returned within 24 hours shall apply to GTE.

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 19**

Title: Customer Trouble Report Rate

Area	***Requirement Description***
Description:	Measures the total number of network customer trouble reports received within a calendar month per 100 circuits/UNEs.
Method of Calculation:	(Total Number of Customer initial and repeat network trouble reports / Number of access lines/circuits/UNEs in service at the end of the prior reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including PNP) & NXX Code Opening Troubles
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GT**E **Parity for UNE measured for the following UNEs:** / **Pacific Bell Retail** / **GTE Retail** 2/4w (8db) analog loop / POTS - Business (fielded) / B1 Dispatch Non-Designed 2/4w (5.5 db) assured analog loop / POTS - Business (Assured) / Dispatch Designed Services 2w digital loop (ISDN) / ISDN(BRI) / Dispatch Designed Services 2w digital loop (xDSL) / ADSL / Dispatch Designed Services 4w digital loop (ISDN PRI) / ISDN(PRI)/DS1 / Dispatch Designed Services UNE Port – Basic Analog / POTS - Business (fielded) / CentraNet-Simple UNE Port – CENTREX / CENTREX / CentraNet -Complex UNE Port – PBX DID / PBX DID / CentraNet -Complex UNE Port – ISDN (BRI) / CENTREX / CentraNet -Complex UNE Port – DS1/ISDN (PRI) / DS1/ISDN(PRI) / CentraNet -Complex UNE Dedicated Transport / HICAP / HICAP Designed UNE Platform (PB only) / Analogous Retail Service / N/A Interconnection Trunks / ILEC Dedicated Trunks / ILEC Dedicated Trunks PNP - Port Out / **(Issue still to be resolved)** / **(Issue still to be resolved)**
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Access line/circuit count taken from previous month • Excludes ILEC employee generated reports
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 20**

Title: Percentage of Customer Trouble Not Resolved Within Estimated Time

Area	*Requirement Description*
Description:	Measures the percent of trouble reports not cleared by the commitment time.
Method of Calculation:	(Total network trouble reports not cleared by the commitment time for ILEC reasons / Total network trouble reports completed) x 100
Report Period:	Monthly
Report Structure :	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	• By service group type (including PNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE**

Parity for UNE measured for the following UNEs:	**Pacific Bell Retail**	**GTE Retail**
2/4w (8db) analog loop	POTS - Business (fielded)	B1 Dispatch Non-Designed
2/4w (5.5db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services
2w digital loop (ISDN)	ISDN(BRI)	Dispatch Designed Services
2w digital loop (xDSL)	ADSL	Dispatch Designed Services
4w digital loop (ISDN PRI)	ISDN(PRI)/DS1	Dispatch Designed Services
UNE Port – Basic Analog	POTS - Business (fielded)	CentraNet -Simple
UNE Port – CENTREX	CENTREX	CentraNet -Complex
UNE Port – PBX DID	PBX DID	CentraNet -Complex
UNE Port – ISDN (BRI)	CENTREX	CentraNet -Complex
UNE Port – DS1/ISDN (PRI)	DS1/ISDN(PRI)	CentraNet -Complex
UNE Dedicated Transport	HICAP	HICAP Designed
UNE Platform (PB only)	Analogous Retail Service	N/A
Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
PNP - Port Out	**(Issue still to be resolved)**	**(Issue still to be resolved)**

Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports • Excludes customer caused misses
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC bySeptember 7, 1999.

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 21**

Title: Average Time to Restore

Area	*Requirement Description*
Description:	Measures the average duration of customer trouble reports from the receipt of the customer trouble report to the time the trouble is cleared.
Method of Calculation:	(Total duration of customer network trouble reports) / (Total customer network trouble reports)
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	• By service group type (including PNP) & NXX Code Opening Troubles • By dispatch and no dispatch
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE**

Parity for UNE measured for the following UNEs:	**Pacific Bell Retail**	**GTE Retail**
2/4w (8db) analog loop	POTS - Business (fielded)	B1 Dispatch Non-Designed
2/4w (5.5 db) assured analog loop	POTS - Business (Assured)	Dispatch Designed Services
2w digital loop (ISDN)	ISDN(BRI)	Dispatch Designed Services
2w digital loop (xDSL)	ADSL	Dispatch Designed Services
4w digital loop (ISDN PRI)	ISDN(PRI)/DS1	Dispatch Designed Services
UNE Port – Basic Analog	POTS - Business (fielded)	CentraNet -Simple
UNE Port – CENTREX	CENTREX	CentraNet -Complex
UNE Port – PBX DID	PBX DID	CentraNet -Complex
UNE Port – ISDN (BRI)	CENTREX	CentraNet -Complex
UNE Port – DS1/ISDN (PRI)	DS1/ISDN(PRI)	CentraNet -Complex
UNE Dedicated Transport	HICAP	HICAP Designed
UNE Platform (PB only)	Analogous Retail Service	N/A
Interconnection Trunks	ILEC Dedicated Trunks	ILEC Dedicated Trunks
PNP - Port Out	**(Issue still to be resolved)**	**(Issue still to be resolved)**

Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports which ILEC has no records on) • Excludes ILEC employee generated reports
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 22**

Title: POTS Out of Service Less Than 24 Hours

Area	***Requirement Description***
Description:	Measures the percent of POTS out-of-service trouble reports cleared in less than 24 hours.
Method of Calculation:	(Total number of out of service network troubles cleared in less than 24 hours / Total number of out of service network troubles reported) x 100 *Note: For non-design services only*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Reported By:	By POTS Residence and Business (Resale and UNE)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Resale (POTS) for Pacific Bell and GTE** **Parity for UNEs (Basic)** — **Pacific Bell Retail** — **GTE Retail** 2/4w (8db) analog loop — POTS - Business (fielded) — B1 Dispatch Non-Designed UNE Port – Basic Analog — POTS - Business (fielded) — CentraNet - Simple UNE Platform – POTS — Analogous Retail Service — N/A
Business Rules:	• Residential and Business POTS only • Excludes no access • Interval for tickets received Saturday and Sunday begins no later than Monday morning • Excludes CPE and IEC/CLEC caused troubles • Excludes Subsequent reports • Excludes Message Reports (circuit reports for which ILEC has no records) • Excludes ILEC employee generated reports
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data.

OSS OII Performance Measurements
Report Requirements

Maintenance **Measure 23**

Title: Frequency of Repeat Troubles in 30 Day Period

Area	***Requirement Description***
Description:	Measures the percent of customer network trouble reports received within 30 calendar days of a previous report.
Method of Calculation:	(Total customer network trouble reports received within 30 calendar days of a previous customer report / Total customer network trouble reports) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), and by ILEC Affiliates
Report By:	By service group type (including PNP) & NXX Code Opening Troubles
Geographic Level	Statewide
Measurable Standard:	**Parity for Resale is Retail for Pacific Bell and GTE** **Parity for UNE measured for the following UNEs:** / **Pacific Bell Retail** / **GTE Retail** 2/4w (8db) analog loop / POTS - Business (fielded) / B1 Dispatch Non-Designed 2/4w (5.5 db) assured analog loop / POTS - Business (Assured) / Dispatch Designed Services 2w digital loop (ISDN) / ISDN(BRI) / Dispatch Designed Services 2w digital loop (xDSL) / ADSL / Dispatch Designed Services 4w digital loop (ISDN PRI) / ISDN(PRI)/DS1 / Dispatch Designed Services UNE Port – Basic Analog / POTS - Business (fielded) / CentraNet -Simple UNE Port – CENTREX / CENTREX / CentraNet -Complex UNE Port – PBX DID / PBX DID / CentraNet -Complex UNE Port – ISDN (BRI) / CENTREX / CentraNet -Complex UNE Port – DS1/ISDN (PRI) / DS1/ISDN(PRI) / CentraNet-Complex UNE Dedicated Transport / HICAP / HICAP Designed UNE Platform (PB only) / Analogous Retail Service / N/A Interconnection Trunks / ILEC Dedicated Trunks / ILEC Dedicated Trunks PNP - Port Out / **(Issue still to be resolved)** / **(Issue still to be resolved)**
Business Rules:	• Excludes CPE and IEC/CLEC caused troubles • Excludes troubles associated with inside wiring • Excludes Subsequent reports • Excludes Message Reports • Excludes ILEC employee generated reports
Notes:	• When results are less than parity for a reporting period, ILECs will provide disaggregation by Maintenance Disposition codes as diagnostic data. • For Pacific Bell, ADSL was selected as the analog for resale services and UNE DSL 2-wire loop because it currently is the most relevant analog. • The parties will work to define measurable standard for PNP results. Recommendation will be submitted to CPUC by September 7, 1999.

OSS OII Performance Measurements
Report Requirements

Network Performance **Measure 24**

Title: Percent Blocking on Common Trunks

Area	*Requirement Description*
Description:	Measures the percent of common and shared transport trunk groups exceeding 2% blockage. *Note: Includes histogram distribution chart*
Method of Calculation:	(Number of common and shared transport trunk groups exceeding 2% blockage / Total number of common and shared transport trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Reported by common/shared transport trunk group .
Report By:	By Central Office and Trunk type where individual trunk types can be distinguished
Geographic Level:	Statewide
Measurable Standard:	Benchmark: 2% of trunk groups blocking at no more than 2%
Business Rules:	• GTE reports provided 45 days after close of data month.
Notes:	Measured by: • Trunk type (e.g., EAS, Toll, InterLATA, 911, etc.) • Total trunk groups • Percent Blocking • Location "A" • Report month • Threshold exceptions

OSS OII Performance Measurements
Report Requirements

Network Performance **Measure 25**

Title: Percent Blocking on Interconnection Trunks

Area	***Requirement Description***
Description:	Measures the percent of final dedicated interconnection trunk groups exceeding 2% blockage. *Notes: 1)Includes histogram distribution chart.* *2)Applies to those trunks where the ILEC has augmentation control.* *3) Does not apply when trunks are provisioned as two-way trunks.*
Method of Calculation:	(Number of final dedicated interconnection trunk groups exceeding 2% blockage / Total number of final dedicated interconnection trunk groups) x 100
Report Period:	Monthly (Exception Reporting Only)
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies), by ILEC Affiliates
Report By:	By Central Office and Trunk type where individual trunk types can be distinguished
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE – comparison made to ILEC final trunk groups
Business Rules:	• Only measured on trunks where ILEC has outgoing traffic to CLECs, and where ILEC controls trunk capacity. • Threshold exception trunk detail • Report month • GTE reports provided 45 days after close of data month.
Notes:	Measured by: • Trunk type (e.g., EAS, Toll, InterLATA, 911, etc.) • Total trunk groups • ILEC trunk groups • CLEC trunk groups • Threshold exceptions • ILEC end office to CLEC end office • ILEC tandem to CLEC end office

OSS OII Performance Measurements
Report Requirements

Network Performance **Measure 26**

Title: NXX Loaded by LERG Effective Date

Area	*Requirement Description*
Description:	Measures the number of NXXs loaded and tested by the LERG effective date.
Method of Calculation:	((Number of NXXs loaded and tested by LERG effective date) / (Number of NXXs scheduled to be loaded and tested by LERG effective date)) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	Reported for all NXX codes scheduled to be loaded in reporting period
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE – comparison made to results for loading ILEC NXX codes by the LERG effective date.
Business Rules:	• Excludes any NXX codes with requested loading interval of less than the industry standard (currently 45 days).
Notes:	• NXX loading procedures include central office/tandem translations, verification of translations, call through testing, and AMA testing. • TRUCALL billing validation testing is not used unless maintenance trouble is reported (Pacific Bell only)

OSS OII Performance Measurements
Report Requirements

Network Performance — Measure 27

***Title*:** **Network Outage Notification**

Area	*Requirement Description*
Description:	Measures the time period for notification of a network outage. To be measured for the following: • Switching • Transport • Network Fire Related Incident • Network Blockage • 911 • SS7
Method of Calculation:	Sum (Date & Time of Outage Notification) - (Date & Time of ILEC Outage Awareness)/Number of Outages
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate , ILEC(if analog applies), and ILEC affiliates
Report By:	Switching transport, network fire related incident, network blockage, 911, SS7
Geographic Level:	Statewide
Measurable Standard:	Parity for Pacific Bell and GTE
Business Rules:	• Exception reporting only by central office.
Notes:	• CLECs will be notified of all qualifying outages • If ILECs develop a notification process which is parity by design, once all parties agree that complete parity is being provided, the ILECs may petition to have this measure deleted.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 28**

Title: Usage Timeliness

Area	*Requirement Description*
Description:	This measure captures the elapsed time between the recording of usage data generated either by CLEC retail customers or access usage associated with CLEC customers and the time when the data set, in a compliant format, is successfully transmitted to the CLEC.
Method of Calculation:	Sum ((Data Set Transmission Availability Date) - (Date of Message Recording)) / (Count of All Messages available for Transmission in Reporting Period)
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Jointly provided switched access (associated with meet point billing)
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for Resale and UNE. Benchmark for Jointly provided switched access: Standard - 95% in 5 Days **GTE:** Parity for Resale and UNE: Resale Toll – June 1999 Resale Local – November 1999 UNE – November 1999 Benchmark for Jointly provided switched access: Standard – 95% in 6 Days
Business Rules:	
Notes:	

Billing **Measure 29**

Title: Accuracy of Usage Feed

Area	***Requirement Description***
Description:	Measures the completeness of content, accuracy of information and conformance of formatting of the records the ILEC transmits to the CLEC in the reporting period. *Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.*
Method of Calculation:	((Number of Usage Records Delivered in the Reporting Period That Reflected Complete Information Content and Proper Formatting) / (Total Number of Usage Records Transmitted)) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate
Report By:	
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE *There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties. Recommendation will be submitted to CPUC by September 7, 1999.*
Business Rules:	
Notes:	

Report Requirements

Billing **Measure 30**

Title: Wholesale Bill Timeliness

Area	*Requirement Description*
Description:	This measure captures the elapsed number of days between the scheduled close of a Bill Cycle and the ILEC's successful transmission of the associated invoice to the CLEC. Disaggregated by: • Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Method of Calculation:	[(Count of Invoices Transmitted by ILEC in "X" days from the scheduled Bill Cycle Close*/Total Count of Invoices Transmitted in Reporting Period) X 100] *Bill Cycle Close = Bill Date
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE: Standard – 99% within 10 days
Business Rules:	• Includes only mechanized bills. • Excludes paper bill, magnetic bill, CD ROM bill or Custom Bill diskette bill.
Notes:	

OSS OII Performance Measurements
Report Requirements

Billing **Measure 31**

Title: Usage Completeness

Area	*Requirement Description*
Description:	Measures the percentage of usage charges appearing on the correct bill.
Method of Calculation:	(Count of usage charges on the bill that were recorded within last 30 days / total count of usage charges on the bill) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** Parity for Resale and UNE Benchmark for Facilities/Interconnection Standard - 95%
Business Rules:	• Excludes summarized charges
Notes:	

OSS OII Performance Measurements
Report Requirements

Billing **Measure 32**

Title: Recurring Charge Completeness

Area	***Requirement Description***
Description:	Measures the percentage of fractional recurring charges appearing on the correct bill.
Method of Calculation:	(Count of fractional recurring charges that are on the correct bill* / total count of fractional recurring charges that are on the bill) x 100 *Correct bill = next available bill *Note: Pacific Bell will provide by count of charges.* *GTE will provide by dollar charges.*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard – 90% **GTE:** Interim Benchmark for Resale and UNE: Standard – 80% (until February 2000) Parity will be standard beginning in February 2000 Benchmark for Facilities/Interconnection: Standard – 90%
Business Rules:	• The effective date of the recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.
Notes:	• GTE will compare CLEC results to a statistically valid sample of GTE results.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 33**

Title: Non-Recurring Charge Completeness

Area	***Requirement Description***
Description:	Measures the percentage of non-recurring charges appearing on the correct bill.
Method of Calculation:	(Count of non-recurring charges that are on the correct bill / total count of non-recurring charges that are on the bill) x 100 *Correct bill = next available bill *Note: Pacific Bell will provide by count of charges.* *GTE will provide by dollar charges.*
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies)and by ILEC Affiliates
Report By:	• Resale • UNE (IntraLATA and InterLATA, etc.) • Facilities/Interconnection
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard - 90% **GTE:** Interim Benchmark for Resale and UNE: Standard – 80% (until February 2000) Parity will be standard beginning in February 2000 Benchmark for Facilities/Interconnection: Standard – 90%
Business Rules:	• The effective date of the non-recurring charge must be within 30 days of the bill date for the charge to appear on the correct bill.
Notes:	

OSS OII Performance Measurements
Report Requirements

Billing **Measure 34**

Title: Bill Accuracy

Area	*Requirement Description*
Description:	Measures the percentage of the total bill amount that is not adjusted by correcting service orders or adjustments for the month.
Method of Calculation:	(Total monies billed without corrections/total monies billed) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates

Report By:	• Resale
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• UNE (IntraLATA and InterLATA, etc.)
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges
	• Facilities/Interconnection
	  • Usage
	  • Recurring Charges
	  • Non-Recurring Charges

Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for Resale and UNE POTS Benchmark for Facilities/Interconnection and UNE Specials Standard - 95% **GTE:** Benchmark for Resale and UNE: Standard - 97% Benchmark for Facilities/Interconnection: Standard - 95%
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Billing **Measure 35**

Title: Duplicate Billing (Disconnect Bill Accuracy)

Area	*Requirement Description*
Description:	Measures the number of former ILEC customers sent bills erroneously after conversion to CLEC.
Method of Calculation:	(Number of former ILEC customers who receive erroneous bills after conversion/ Number of former ILEC customers converted) x 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	Full Facilities based conversion, Resale and UNE
Geographic Level:	Statewide
Measurable Standard:	
Business Rules:	
Notes:	• Excludes the final bill to an end user and bills for a residual retail services provided by the ILEC to the end user • Pacific Bell, GTE, and the CLECs should further discuss and consider developing a measurement and submit their findings to the Commission by February 1, 2000. Until additional information is submitted, the Commission chooses not to adopt this measure.

OSS OII Performance Measurements
Report Requirements

Billing **Measure 36**

Title: Accuracy of Mechanized Bill Feed

Area	*Requirement Description*
Description:	Measures the percentage of mechanized bill feeds that are accurately passed to the CLEC in the reporting period. *Note: This data will be reported by CLECs. If no data received from CLEC, ILEC will not report the measure.*
Method of Calculation:	(Total # of files that passed / Total # of files sent in that reporting period) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate
Report By:	
Geographic Level:	Statewide
Measurable Standard:	Benchmark for Pacific Bell and GTE *There is agreement that performance standard for this measure will not be established until a meeting with both ILECs and CLECs is held and criteria for this measure are defined and accepted by all parties. Recommendation will be submitted to CPUC by September 7, 1999.*
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Database Updates **Measure 37**

Title: Average Database Update Interval - Pacific Bell

Area	***Requirement Description***
Description:	Measures the average time to update databases. · ***DA/Listings Database***
Method of Calculation:	((Completion Date & Time) – (Update Submission Date & Time)) / Count of Updates Completed in Reporting Period
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate , by ILEC (if analog applies) and by ILEC Affiliates
Report By:	• Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for service order generated updates Benchmark for direct gateway input updates Standard - 95% in 8 Days
Business Rules:	
Notes:	• CLECs reserve the right to request additional databases be included in this measure. • GTE shall present certification by an independent auditor to the Commission by February 1, 2000 that GTE's system offers parity by design. If GTE fails to provide the certification required under this measure, GTE shall commence reporting the average database update interval on an interim basis under the terms agreed to by Pacific Bell.

OSS OII Performance Measurements
Report Requirements

Database Updates **Measure 38**

Title: Percent Database Accuracy - Pacific Bell

Area	***Requirement Description***
Description:	Measures the percentage of database updates completed without error. · ***911 Databases*** · ***DA/Listings Database***
Method of Calculation:	((Count of Updates Completed without error) / (Count of Updates Completed)) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	For DA/Listings: • Service Order generated updates • Direct gateway input For E911 Database: • Service Order generated updates • Direct gateway input
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell:** Parity for service order generated updates Direct Gateway Input
Business Rules:	• Excludes CLEC caused errors
Notes:	• CLECs reserve the right to request additional databases be included in this measure. • GTE shall complete an independent audit of its E911 and Directory Assistance/Directory Listings systems within sixty days of the effective date of this order. If parity by design is not established under the audit, GTE shall demonstrate, in its February 1, 2000 filing, its capability to comply with the benchmark established for Pacific Bell. • Pacific Bell shall report information on direct gateway updates as a special report until Emergency 911/Listings Fix-It Team completes its work.

OSS OII Performance Measurements
Report Requirements

Database Updates **Measure 39**

Title: E911/911 MS Database Update

Area	*Requirement Description*
Description:	Measures the percentage of E911/911database updates completed within 48 hours.
Method of Calculation:	(Number of records updated within 48 hours / Total number of records updated) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate, by ILEC (if analog applies) and by ILEC Affiliates
Report By:	Service order generated updates and direct gateway input updates
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** Parity for service order generated updates Direct gateway input Standard - 48 hours
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Collocation **Measure 40**

Title: Time to Respond to a Collocation Request

Area	*Requirement Description*
Description:	Measures the interval it takes an ILEC takes to respond to a CLEC's collocation request.
Method of Calculation:	(# of Requests Returned in "X" Interval) / (Count of Requests Submitted in Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates

Report By:	• All Collocation
	  • Space Availability
	  • Price and Schedule Quote

Geographic Level:	Statewide
Measurable Standard:	**Space Availability -** Standard -100% in 15 days **Price and Schedule Quote -** Standard - 100% in 30 days
Business Rules:	• Excludes orders canceled by CLEC • Applies to all requests for physical collocation space
Notes:	• Interval to begin upon receipt of valid request per valid published ILEC guidelines. • If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. Pacific Bell/GTE shall file by Advice Letter a compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

OSS OII Performance Measurements
Report Requirements

Collocation **Measure 41**

Title: Time to Provide a Collocation Arrangement

Area	*Requirement Description*
Description:	Measures the interval it takes an ILEC to complete (build) a collocation arrangement.
Method of Calculation:	(# of Collocation Arrangements Completed in "X" Interval) / (Total Number of Collocation Arrangements Completed During the Reporting Period) x 100
Report Period:	Monthly
Report Structure:	Individual CLECs, CLECs in the aggregate and by ILEC Affiliates

Report By:	• All Collocation
	  • New
	  • Augment

Geographic Level:	Statewide
Measurable Standard:	**Benchmark for Pacific Bell:** • New - 100% compliance within time intervals set in its tariffs • Augmentation - 100% in 80 days **Benchmark for GTE:** • New - 90% compliance within 90 days • Augmentation - 100% in 80 days
Business Rules:	• Excludes orders canceled by CLEC • Applies to all requests for physical collocation space • Interval begins when ILEC approves the application and has received, from CLEC, financial payment or bond.
Notes:	• If time intervals for new or augmented collocation installations are adopted in any future Local Competition proceeding, these time intervals shall supercede the benchmarks set under this measure and shall be measured at 100% average response time. Pacific Bell/GTE shall file by Advice Letter compliance filing to incorporate any new requirements adopted in the Local Competition proceeding.

OSS OII Performance Measurements
Report Requirements

Interfaces **Measure 42**

Title: Percentage of Time Interface is Available

Area	*Requirement Description*
Description:	Measures percent of time OSS interface is available compared to scheduled availability.
Method of Calculation:	((Number of Scheduled System Available Hours) - (Number of Unscheduled System Unavailable Hours)) / Scheduled System Available Hours) x 100
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, by ILEC (if analog applies)
Reported By:	By interface type for all interfaces accessed by CLECs (e.g., pre-ordering, ordering, and maintenance)
Geographic Level:	Statewide
Measurable Standard:	**Parity for Pacific Bell for systems used by both ILEC and CLEC** **Benchmark for Pacific Bell (for all other systems)and GTE (all systems)** Standard – 99.25%
Business Rules:	• Outage hours are obtained from outage reports • Any change requests for extended availability during the reporting period are added to the scheduled hours.
Notes:	

OSS OII Performance Measurements
Report Requirements

Interfaces **Measure 43**

Title: Notification of Interface Outages

Area	***Requirement Description***
Description:	Measures the time it takes the ILEC to notify the CLEC of an outage of an interface.
Method of Calculation:	((Number of Interface Outages where CLECs are notified within 15 minutes)/(Total Number of Interface Outages)) * 100
Report Period:	Monthly
Report Structure:	Individual CLEC, CLECs in the aggregate, and by ILEC Affiliates
Reported By:	By interface type for all interfaces accessed by CLECs
Geographic Level:	Statewide
Measurable Standard:	**Pacific Bell and GTE:** **Benchmark** Standard – 97% in 15 minutes
Business Rules:	
Notes:	

OSS OII Performance Measurements
Report Requirements

Interfaces **Measure 44**

Title: Center Responsiveness

Area	*Requirement Description*
Description:	Measures the average time it takes the ILEC's work center to answer a call.
Method of Calculation:	Sum (Date and Time of Call answer - Date and Time of Call Receipt) / (Total calls answered by center))
Report Period:	Monthly
Report Structure:	CLECs in the aggregate, and by ILEC (if analog applies)
Report By:	• ILEC Ordering Center • ILEC Repair Center
Geographic Level:	Statewide
Measurable Standard:	**Repair Centers** Parity - Pacific Bell Benchmark – GTE Standard – average 20 seconds **Benchmark for Pacific Bell and GTE (Ordering Centers)** Standard – average 15 seconds (Pacific Bell) Standard – average 20 seconds (GTE)
Business Rules:	
Notes:	• Measured by individual queue, if applicable, in each ILEC center.

REPORTING PROCESS

Except as otherwise provided, performance reports will be provided to the CLECs and the Public Utilities Commission by the fifteenth calendar day of the month succeeding the reporting period. The reporting period is the calendar month, unless otherwise noted. Positive reporting will be done for all measures, even those reported on an exception only basis.

All measures were implemented by Pacific Bell for the June 1999 report month. GTE's implementation schedule for measures not available for the June 1999 report month is included below:

August 1999 Report Month (Delay Due to NOCV Conversion):
Measurement 4 - Percentage of Flow-Through Orders
Measurement 8 - Percent Completed Within Standard Interval
Measurement 9 - Coordinated Customer Conversion
Measurement 13 - Delay Order Interval to Completion Date
Measurement 24 - Percent Blocking on Common Trunks
Measurement 25 - Percent Blocking on Interconnection Trunks
Measurement 26 - NXX Loaded by LERG Effective Date
Measurement 27 - Network Outage Notification
Measurement 42 - Percentage of Time Interface is Available

November 1999 Report Month:
Measurement 12 - Percent Missed Due Dates Du e to Lack of Facilities
Measurement 28 - Usage Timeliness (Resale Local & UNE)
Measurement 43 - Average Notification of Interface Outages
Missed Reason Code diagnostic data for Measurements 11,14,16-17,& 19-23
Measurement 10 - PNP Network Provisioning

December 1999 Report Month:
Measurement 18 - Average Completion Notice Interval (Fully Electronic Only)

February 2000 Report Month:
Measurement 2-Average FOC & LSC Notice Interval(Fully Electronic Only)
Measurement 3-Average Reject Notice Interval (Fully Electronic Only)

March 2000 Report Month:
Measurement 15 - Provisioning Trouble Reports

June 2000 Report Month:
Measurement 6 - Average Jeopardy Notice Interval

For those measures where results appear to be statistically less than parity or not meeting the benchmark level, the ILEC will perform analysis of the data if requested by the CLEC. This analysis will detail the underlying causes contributing to the reported performance results. The ILEC will supply this analysis to the requesting CLEC within thirty days.

Authorized users will have access to monthly reports through an interactive website. Each CLEC will have access to its own data, aggregate CLEC data, ILEC data and ILEC Affiliate data.. The ILECs will report performance measurements for transactions with their affiliates and make those data available to all CLECs who have filed non-disclosure documents like those filed by Pacific Bell and GTE with regard to CLEC data. The Public Utilities Commission will have access to reports for all entities, including ILEC Affiliate data. ILEC Affiliate data will not be included in CLEC aggregate data.

In addition to the performance measure results themselves, the raw data supporting the results will be available to the CLECs and the Public Utilities Commission. Raw data will be archived for a period of 24 months to provide an adequate audit trail and will be retained with sufficient detail so that CLECs can reasonably reconcile the data captured by the ILEC (for the CLEC) with its own internal data. Furthermore, data that relates to the ILEC's own performance would be retained, at a consistent level of disaggregation comparable to that reported for the CLECs.

Pacific Bell will provide data which comprise the results and which are readily available from the systems which provide the reportable data. Pacific Bell will provide PON information associated with Ordering and Provisioning measures. As respects GTE, CLECs should request raw data (including PONs for Ordering and Provisioning measures) from GTE on an as-needed basis and GTE should respond by producing the requested data within 30 days.

SERVICE GROUP TYPE DISAGGREGATION

Type	GTE	Pacific Bell
RESALE		
Residential POTS	X (incl. Res. ISDN BRI)	X
Business POTS	X (incl. Bus. ISDN BRI and PBX)	X
ISDN		
ISDN BRI		X
ISDN PRI		
CENTREX		X
PBX		X
PBX Analog		
PBX DID		
Specials (i.e., Designed Services)	X (incl. PRI)	
DDS		X
DS-1/ISDN PRI		X
DS-3		X
VGPL/DS0		X
UNBUNDLED NETWORK ELEMENTS		
UNE Loops		
Non-Designed	X	
UNE Loop 8dB weighted 2/4 wire analog basic/Coin		X *(incl. Analog PBX)*
Designed	X	
UNE Loop 5.5dB 2 or 4 wire analog assured		X
UNE Loop 2 wire Digital ISDN Capable		X
UNE Loop 2 wire Digital xDSL Capable		X
UNE Loop 4 wire Digital (1.544mbps Capable)/HDSL		X (incl. Digital PBX, HDSL)
UNE Loop PBX		
UNE Port		
Non-Designed	X	
UNE Port Analog (incl. PBX analog port)		X (incl. Coin)
UNE Port Coin		
Designed	X	
UNE Port Centrex		X
UNE Port ISDN BRI		X

SERVICE GROUP TYPE DISAGGREGATION

Type	GTE	Pacific Bell
UNE Port ISDN PRI (including DS-1 line port)		X
UNE Port PBX DID		X
UNE Dedicated Transport	X	X
UNE Dedicated Transport DS-1		
UNE Dedicated Transport DS-3		
UNE PLATFORM		
UNE Platform (i.e., loop + port + transport		X
INTERCONNECTION		
Interconnection Trunks	X	X
PNP		
	X	X
PROJECTS		
Projects	X	X

Consensus on disaggregation is defined by the above matrix.

INTERCONNECTION TRUNKS will be included in measures: 2, 7, 8, 11, 12, 13, 14, 19, 20, 21, 23, 25, 27, 31, 32, 33, 34.

PNP is considered a facilities based service group type. PNP will be a level of disaggregation for the following measures: 2, 4, 9, 10, 15, 16, 19, 20, 21, 23.

PROJECTS are defined as follows:

- **PB:** POTS greater than 20 lines, for Specials greater than 6 lines, and UNE Loops greater than 20 loops.
- **GTE:** Res and Bus POTS greater than 20 lines, PBX, ISDN and CentraNet greater than 6 lines, UNE Loops greater than 16 loops.

Results for **projects** are being considered as a separate level of disaggregation for measurements 2 and 7. For all other measures which have an SGT as a level of disaggregation, project results are included as part of the associated SGT.

- The current proposal being considered is the following:
    1. ILECs to study like sized projects, up to 50 lines, for CLEC/ILEC to determine if meaningful comparisons can be made. If this study shows that a meaningful comparison can be made, results for these types of projects will be reported for both ILECs and CLECs, and incentives applied as appropriate. ILECs have agreed to report this study, and study results are expected in April, 1999.
    2. If study results show that a meaningful comparison cannot be made, then the options are:
        - Report data, but no incentives apply.
        - Report no data on projects.

CALIFORNIA OSS OII PERFORMANCE MEASUREMENTS

SERVICE ORDER TYPES

- **New Service Installations**
- **Service Migrations without Changes**
- **Service Migrations with Changes**
- **Move and Change activities**
- **Feature Changes**
- **Service Disconnects**

AUDITING

Initial Audit:
The Parties agree that an Initial Audit will be performed to ensure that the individual ILEC reporting procedures are sound and that data collection and reporting are timely, accurate and complete. The Parties agree that the Initial Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results. This Audit, which will commence in August 1999, will be completed by a third party auditor. The third party auditor will be jointly selected by the ILEC and the CLECs. If the parties cannot agree on the auditor, the auditors selected by each party will jointly determine the auditor. Costs for the Initial Audit will be borne by the ILEC.

GTE's Initial Audit may be conducted in two phases. Phase One of the Initial Audit would include those measures reported prior to the commencement of the Initial Audit. Phase Two of the Initial Audit would commence in January 2000 and should include all of the additional measurements that were not audited in Phase One.

Pacific Bell and GTE shall submit the results of their Initial Audits to the Commission, and will distribute copies (which include only non-proprietary information) to Parties on the OSS OII service list.

Annual Audits:
The Parties also support an annual comprehensive audit of the ILECs' reporting procedures and reportable data. The Parties agree that the Annual Audit will include all systems, processes and procedures associated with the production and reporting of performance measurement results. This audit would be on behalf of all CLECs and will be performed by a third party auditor. The third party auditor conducting the Annual Audit will be selected by the same method as the selection of the auditor for the Initial Audit.

The ILEC will pay for fifty percent (50%) of the costs of the Annual Audits, and the other fifty percent (50%) of the costs will be divided among all CLECs for which measures are reported in any part of that year, in proportions mutually agreed to by the CLECs, and if no such agreement is reached, as determined by the Commission.

The comprehensive Annual Audits will be conducted every twelve (12) months, with the first such audit commencing twelve (12) months after the commencement of the Initial Audit; provided, in the case of GTE, the first Annual Audit will commence 12 months after the commencement of Phase Two of GTE's Initial Audit. At its completion, the ILEC shall submit its annual comprehensive audit to the Commission, and distribute copies (which include only non-proprietary information) to parties on the OSS OII service list.

Mini – Audits:
In addition to an annual audit, Pacific Bell, GTE and CLECs agree that the CLECs would have the right to mini-audits of individual performance measures/sub-measures during the year. When a CLEC has reason to believe the data collected for a measure is flawed or the reporting criteria for the measure is not being adhered to, it has the right to have a mini-audit performed on the specific measure/sub-measure upon written request (including e-mail), which will include the designation of a CLEC representative to engage in discussions with the ILEC about the

requested mini-audit. If, 30 days after the CLEC's written request, the CLEC believes that the issue has not been resolved to its satisfaction, the CLEC will commence the mini-audit upon providing the ILEC with 5 business days advance written notice. Each CLEC would be limited to auditing three single measures/sub-measures during the audit year. The audit year shall commence with start of the Initial Audit or an Annual Audit. Mini-Audits may be requested for months including and subsequent to the month in which the Initial Audit or an Annual Audit was initiated. Mini-audits cannot be requested by a CLEC while the Initial Audit or an Annual Audit is being conducted (i.e. before completion).

Mini-Audits will include all systems, processes and procedures associated with the production and reporting of performance measurement results for the audited measure/sub-measure. Mini-Audits will include two (2) months of data, and all parties agree that raw data supporting the performance measurement results will be available monthly to CLECs as described in the Reporting Process section (Section II.c) of this agreement.

No more than three (3) Mini-Audits will be conducted simultaneously unless more than one CLEC wants the same measure/sub-measure audited at the same time, in which case, Mini-Audits of the same measure/sub-measure shall count as one Mini-Audit for the purposes of this paragraph only.

Mini-Audits will be conducted by a third party auditor, selected by the same method as the selection of the auditor for the Initial Audit. The CLEC will pay for the costs of the third party auditor conducting the Mini-Audit unless the ILEC is found to be “materially” misreporting or misrepresenting data or to have non-compliant procedures, in which case, the ILEC would pay for the costs of the third party auditor. Parties agree that the issue of whether the ILEC is “materially” at fault will be based on the parameters of failure to perform: “materially” at fault means that a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists. Each party to the Mini-Audit shall bear its own internal costs, regardless of which party ultimately bears the costs of the third party auditor.

If, during a Mini-Audit, it is found that for more than 50% of the measures in a major service category the ILEC is “materially” at fault (i.e., a reported successful measure changes as a consequence of the audit to a missed measure, or there is a change from an ordinary missed measure to another category, if such exists), the entire service category will be re-audited at the expense of the ILEC. The major service categories for this purpose are:

- Pre-Ordering
- Ordering
- Provisioning
- Maintenance
- Network Performance
- Billing
- Database Updates
- Collocation
- Interfaces

Each Mini-Audit shall be submitted to the CLEC involved and to the Commission as a proprietary document subject to the applicable protection afforded by Commission General Order No. 66 C and California Public Utilities Code Section 583.

The ILEC will provide notification to the CLECs of any Mini-Audit requested when the request for the audit is made.

REVIEW PROCEDURES

As experience is acquired under this Partial Settlement Agreement with the new performance measurements and underlying business processes, the Parties expect to learn which measurements set forth in Section II may not have been properly defined or are more or less useful than others. The Parties also expect that experience will show whether new measurements are needed or whether certain existing measurements are not needed or require modification. Accordingly, the Parties agree to reconvene in February 2000 to review the effectiveness of and modifications to the performance measurements approved by the Commission in this proceeding. In the event the Parties cannot agree on any addition, deletion or modification, they will jointly submit such dispute for resolution by the CPUC.

If, prior to the agreed-upon review date, there is consensus that one or more measures are not effective, the parties will schedule meetings to discuss modifying the measure(s) or process(es). If there is no consensus, any individual party seeking formal review by the CPUC shall give notice to the other parties of its intent to do so. The party will also describe the action it intends to take and the reason(s) for its proposed actions.

DEFINITION OF TERMS

TERM	DEFINITION
Automatic Location Information (ALI)	The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.
Call Blocking	A condition on a telecommunications network where, due to a maintenance problem or an over capacity situation in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.
Code Opening	Process by which new NPA/NXXs (area code/prefix) are defined, through software translations to network databases and switches, in telephone networks. Code openings allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.
Common Channel Signaling System 7 (CCSS7)	A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.
Common Transport	Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.
Completion	The time in the order process when the service has been provisioned and service.
Completion Notice	A notice the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.
Coordinated Customer Conversion	Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.
Customer Requested Due Date	A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.
Customer Trouble Reports	A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

DEFINITION OF TERMS

TERM	DEFINITION
Dedicated Transport	A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.
Delayed Order	An order which has been completed after the scheduled due date and/or time
Directory Assistance Database	A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.
Directory Listings	Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.
DS-0	Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.
DS-1	Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.
DS-3	Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.
Due Date	The date provided on the FOC the ILEC sends the CLEC identifying the planned completion date for the order.
End Office Switch	A switch from which an end users' exchange services are directly connected and offered.
Firm Order Confirmation **(**FOC)	Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service order, created a service request, and assigned it a due date.
Flow-Through	The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.
Held Order	An order for which the ILEC has issued a FOC, but whose due date has passed without it being completed.
Installation	The activity performed to activate a service.
Installation Troubles	A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).
Inside Wiring	The telecommunications wiring located at a customer's premises that extends beyond the demarcation point.
Interconnection Trunks	A network facility that is used to interconnect two switches generally of different local exchange carriers
Interface Outage	A planned or unplanned failure resulting the unavailability or access degradation of a system.
Jeopardy	A failure in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order
Jeopardy Notice	The actual notice that the ILEC sends to the CLEC when a jeopardy condition has been identified.

DEFINITION OF TERMS

TERM	DEFINITION
Lack of Facilities	A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process, or during the service installation process. If no facilities are available, the ILEC will issue a jeopardy.
Local Exchange Routing Guide (LERG)	A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).
Local Exchange Traffic	Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.
Local Service Confirmation	OBF term for a FOC
Mechanized Bill	A bill that is delivered via electronic transmission.
Meet Point Billing	A billing arrangement used when two or more LECs jointly provide access to and from an interexchange carrier (IEC) for inter LATA traffic. This arrangement can be Single Bill, where one LEC bills the IEC on behalf of both LECs and remits payment to the other LEC or Multiple Bill, where each LEC bills their portion directly to the IEC.
Missed Commitment Notification	A notice from ILEC to inform CLEC that the committed due date on an order has been missed.
Non-Recurring Charge	A rate charged for a product or a service that is assessed on a one time basis.
NXX, NXX Code or Central Office Code	The three digit switch entity indicator that is defined by the "D", "E", and "F" digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.
Permanent Number Portability (also known as Local or Long Term Number Portability)	A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting".
Physical Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.
Plain Old Telephone Service (POTS)	Refers to basic 2 wire analog residential and business services. Can include feature capabilities (e.g., CLASS features).

DEFINITION OF TERMS

TERM	DEFINITION
Projects	Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.
Provisioning Troubles	A trouble report that is opened for a customer's existing or new service for a trouble identified between the time of the service order creation to the time of order completion. Provisioning troubles that are associated with a CLECs customers include troubles that occur and are reported during the conversion of an ILEC customer to a CLEC.
Query Types	Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, the FCC and/or the CPUC.
Recurring Charge	A rate charged for a product or service that is assessed each successive billing period.
Reject	A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects:, syntax, which occur if required fields are not included in the LSR:, and content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.
Repeat Report	Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises Address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.
Service Group Type	The designation used to identify a category of similar services, .e.g., UNE loops
Service Order	The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid service request.
Service Order Type	The designation used to identify the major types of provisioning activities associated with a service request
Service Request	The transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.
Standard Interval	The interval that the ILEC quotes to its customers with respect to how long it will take to provision a service request. These intervals are standardized by specific service type and type of service modification requested ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs. POTS services do not have standard intervals;, their installation intervals are based on force available and workload. They may change as frequently as twice a day.

DEFINITION OF TERMS

TERM	DEFINITION
Subsequent Reports	A trouble report that is taken on a previously reported trouble prior to the date and time the initial report has a status of "cleared".
Summarized Charges	Billing charges that are aggregated on the bill, rather than individually itemized, e.g., local usage minutes on resale or retail calls, which are listed on the bill as "xx" minutes with no call detail.
Tandem Switch	Switch used to connect and switch trunk circuits between and among Central Office switches.
Time to Restore	The time interval from the receipt, by the ILEC, of a trouble report on a customer's service to the time service is fully restored to the customer.
To Be Called Cut	A type of coordinated customer conversion, which involves the CLEC calling the ILEC to signal the ILEC that it should start the customer conversion. (Pacific Bell term)
Trouble Cause Code	A code identifying the known or suspected cause of a trouble condition.
Trouble Disposition	A code identifying the end result of diagnostic and/or repair activities on a customer trouble report.
Usage Data	Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.
Usage Records	The individual call records created in a switch to report the date, time, duration, calling and called numbers associated with a given call
Virtual Collocation	Shall have the meaning set forth in 47 C.F.R. Section 51.5.

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
AS	Affecting Service (type of trouble condition)
BDT	Billing Data Tape
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CARE	Customer Repair Center (GTE)
CBSS	Customer Billing Service System (GTE)
CESAR	Carrier Enhanced System for Access Request
CHC	Coordinated "Hot" Cut
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CORBA	Common Object Request Broker Architecture (Pre-ordering standard)
CPE	Customer Premises Equipment
CPUC	California Public Utilities Commission
CRIS	Customer Record Information System
CSB	Customer Service Bureau (PB retail repair center)
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DID	Direct Inward Dialing
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Equal Access Service
EDI	Electronic Data Interchange
FOC	Firm Order Confirmation
GTE	General Telephone Company
GTT	Global Title Translations
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Inter-exchange Carrier
ILEC	Incumbent Local Exchange Carrier
I, N, T, C, M	Service Order Types - I (install-GTE), N(new-PB), T(to or transfer-PB), C(change)and M(move-GTE)
ISDN	Integrated Services Digital Network
IW	Inside Wire
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LNP	Local (or Long Term) Number Portability
LOC	Local Operations Center (PB repair and coordination center for CLEC activity)

CALIFORNIA OSS OII
PERFORMANCE MEASURES: GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
LSC	Local Service Confirmation or Local Service Center (PB)
LSMS	Local Service Management System
LSR	Local Service Request
MAC	Missed Appointment Code
NDM	Network Data Mover
NOMC	National Open Market Center (GTE)
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)
OSS	Operations Support System
PB	Pacific Bell
PBX	Private Branch Exchange
PNP	Permanent Number Portability (same as LNP)
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
SBC	Southwestern Bell Corporation
SCP	Service Control Point
SGT	Service Group Type
SORD	Service Order Retrieval and Distribution (PB service order creation system)
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TBCC	To Be Called Cut (PB)
TN	Telephone Number
UNE	Unbundled Network Element
VGPL	Voice Grade Private Line
xDSL	(x) Digital Subscriber Line

MISSED APPOINTMENT CODES – PACIFIC BELL
MAC – COMPANY REASONS

CO91	No Access to Terminal Or Protector
CO92	No Electrical Permit-Company
CO93	All Other Company Reasons (Tone Back)
CO94	Joint Marketing Contractor
CO95	Civil Unrest, No Access
CO96	National 800 database to Facilities
CO97	Malfunction of Mechanized Service Order Systems i.e. SORD, COSMOS, FACS, MARCH PBOD
CO98	NFWK Service Order Sent To Field and Due Date Missed
CO99	Missed Appointment Window - Senate Bill 101 (System Failure)

COMPANY WORK LOAD

CL71	Installation-Force/Load Imbalance
CL72	Weather Conditions
CL73	Sanctioned Work Stoppage Against Pacific Bell
CL74	Emergency Conditions, Earthquakes, Floods
CL75	800 Service Center Work Load Imbalance
CL79	Missed Appointment Window - Senate Bill 101 (Work Load)

EQUIPMENT SUPPLY

CE81	Lack of Normally Ordered Facility Equipment or Supplies
CE82	Lack of Specially Ordered Facility Equipment or Supplies
CE83	Other Facility Equipment Problems

COMPANY FACILITIES

CF61	Lack of Outside Plant
CF62	Lack of C/O Facilities
CF63	BSW
CF64	Lack of Assignment
CS	Switching Error

MISSED APPOINTMENT CODES – PACIFIC BELL
MAC – CUSTOMER REASONS

NO ACCESS	DESCRIPTION
SA01	None on Prem Left Notice
SA02	Agent/Mgr Not On Prem Left Notice
SA03	Denied Access To Term. On Cust. Prem Left Notice
SA04	Manager Refused Access Left Notice
SA05	Manager Had No Key Left Notice
SA06	Security Type Building
SA07	Unable to Locate Other Designated Party
SA08	Dog/Other Safety Hazard On Premises
SA09	No Response To Call Before Going Number (3 Or More Attempts Made)
SR20	Subscriber In Independent Company No Facility In Independent Company
SR21	No Pole
SR22	No Conduit
SR23	Conduit Plugged
SR24	inc. Full No Spares, Referred to Building Owner, No Authorization./Pre-Authorization to Repair
SR25	No Trench
SR26	Not Authorized To Sign Labor Receipt
SR27	Customer Requests Later Due Date From Tech.
SR28	Building Not Ready
SR29	Electric Power Not Available

CUSTOMER REQUESTS LATER DUE DATES

SL31	Customer Called Company before Tech. Arrived
SL32	Pre-Survey Contact Customer Requests Changing of Due Date

ALL OTHER CUSTOMER REASONS

SO41	Minor Daily Access
SO42	Customer Requested Additional Work
SO43	Customer Gave Wrong Address
SO44	Access Refused
SO45	Access Didn't Know Installation Locations
SO46	Mgr./Owner OK Needed For Exposed Wiring
SO47	Mgr./Owner OK Needed To Drill Hole
SO48	Customer Required To Pay Deposit
SO49	Missed Appointment Window- Senate Bill 101 (Customer Gave Wrong Address)
SO50	Vendor Problem Regarding CPE Term Equipment Either Not Delivered/Installed or Removed

JEOPARDY
MISSED APPOINTMENT CODES – GTE

J - CODE	/ W - CODE	Description
50	00	System Default
51	01	Service Order Problems
52	02	Supplement Pending
53	03	Design Errors
54	04	Distribution Errors
60	10	Assignments
61	11	DORs
62	12	Work Orders
63	13	Installation Problem
71	21	Material Incorrect, Late, or Defective
74	24	Software Incorrect or Incomplete
75	25	Central Office or Field Not Ready/Installation Problems
80	30	OTC - Service Order Problems
81	31	OTC - Supplement Pending
82	32	OTC - IOF Assignment
83	33	OTC - Equipment Problems
84	34	OTC - Not Ready
90	40	Customer - Service Order Problems
91	41	Customer - Supplement Pending
92	42	Customer - No Access
93	43	Customer - Not Ready
94	44	Customer - No IC Response
96	46	Completed Not Reported
97	47	Control Company Not Ready
98	48	National / Local Emergencies
99	49	Customer - Other

The above applies to **SPECIAL SERVICES** only.
GTE does not have **"WHY MISS"** reason codes for retail. It is currently being developed.

DISPOSITION CODES

	PACIFIC BELL		GTE
01	TERMINAL EQUIPMENT	04	NETWORK FACILITIES
02	COMMUNICATIONS EQUIPMENT	05	COIN/COINLESS
02	OTHER STATION EQUIPMENT	05	E911
02	TERMINAL EQUIPMENT	06	OUTSIDE PLANT
03	NETWORK TERMINATING FACILITIES	07	INTEROFFICE FACILITIES
04	OUTSIDE PLANT	09	SERVICE ORDER
05	CENTRAL OFFICE	10	RECORDS
06	CUSTOMER MISUSE	11	CARRIER (FIELD) OR CONCENCENTRATOR
07	TEST OK	12	CENTRAL OFFICE
08	FOUND OK - IN	13	TEST OKAY
09	FOUND OK – OUT	15	CAME CLEAR
10	REFERRED OUT	16	CUSTOMER
12	NON-TELCO PROVIDED	17	EXCLUDE
13	INTER-EXCHANGE CARRIER/INDEPENDENT COMPANY	18	REFERRED OUT
		19	CPE
	PACIFIC BELL CAUSE CODES		
1	TELCO EMPLOYEE		
2	NON-EMPLOYEE		
3	PLANT OR EQUIPMENT		
4	WEATHER		
5	OTHER		
6	UNKNOWN		